

KISII UNIVERSITY



OUR VISION

A world class University in the advancement of academic excellence, research and social welfare

OUR MISSION

To train high level human resource that meets the development needs of the country and international labour market, sustain production of quality research and consultancy; disseminate knowledge, skills and competencies for the advancement of humanity.

Service Delivery Charter

Service Rendered	Customer Requirements	User Charges	Time Frame
Admission of students	Undergraduate programmes – C+ at KCSE	Kshs. 1,000	Within 2 weeks of close of the application
	Masters programmes – Bachelor's degree (1 st or upper second class honours, or lower honours and 2 years work experience, lower honours and 5 years work experience, or other qualification recognized by senate	Kshs. 1,500	
Room allocation to JAB students	Students ID card, clearance of fees receipt, tenancy form dully filled	Kshs. 3000 per semester	1 day
Teaching and examinations	Registration to relevant programme, must sit all CATS, attend not less than 75% of all classes, proof of payment of tuition and other fees	Tuition fees as per prevailing fee schedules	As per semester schedules
Medical services	Be a member of staff of KUC and their dependants	Free	10-15 minutes after reporting to the hospital
	Be a registered student of KUC	As per approved fee structure	
	Member of public	Kshs. 100	
Lending library books	Library borrowing card, return books 14 days after borrowing	None	Within 5 minutes after request
Procurement and Services for User Departments	Department Procurement Plans, Requisition forms filled	None	30 days after request by user Department.
Feedback on postgraduate students supervision	Thesis/project progress report	None	2 weeks after receiving report/thesis
Processing of payments to suppliers	Duly signed Invoices and supporting documents	None	60 days after delivery of goods/services
Processing of imprests for members of staff	Imprest warrant dully filled and outstanding imprest surrendered	None	Within 4 working days on application
Processing of members of staff claims	Claims form dully filled with supporting documents	None	Within 4 working days after claim is lodged
Counseling	Be an employee or registered student	None	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Vice-Chancellor
Kisii University
408-40200 Kisii
Tel. No: 020 2610479

Website: www.kisiiuniversity.ac.ke

Email: vc@kisiiuniversity.ac.ke / complaints@kisiiuniversity.ac.ke / integrity@kisiiuniversity.ac.ke

HUDUMA BORA NI HAKI YAKO